

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**RECEIVED
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DEC 02 2004**

Applicants: A. Hermann et al.
Serial No. : 09/816,940
For: METHOD, COMPUTER SYSTEM, AND COMPUTER
PROGRAM PRODUCT FOR MONITORING SERVICES
OF AN INFORMATION TECHNOLOGY ENVIRONMENT
Filed: March 23, 2001
Examiner: William D. Hutton, Jr.
Art Unit: 2178
Confirmation No. : 6950
Customer No. : 27,623

Attorney Docket No.: 20005778-2

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Dear Sir:

In reply to an Office Action dated July 2, 2004, hereinafter "the Office Action", the period for response having been extended to December 2, 2004, please amend the above-identified application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 9 of this paper.